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2005 DEC 30 PM 2:57

US PATENT & TRADEMARK
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Applicants : Robert R. BUSHEY et al.

Appl. No. : 09/578,723

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS
AND BEHAVIORS WITHIN A CUSTOMER SERVICE
CENTER ENVIRONMENT

REQUEST FOR REFUND

Commissioner for Patents
U.S. Patent and Trademark Office
Customer Service Window, Mail Stop 16
Randolph Building
401 Dulany Street
Alexandria, VA 22314

Sir :

Applicants respectfully request a refund in the amount of \$180.00 that was charged to our Deposit Account No. 19-0089 on December 2, 2005, in connection with the filing of the Supplemental Information Disclosure Statement and Request For Continued Examination on October 31, 2005.

The basis of this Request for Refund is that the account was charged for the \$180.00 fee for submission of a Supplemental Information Disclosure Statement. However, the Supplemental Information Disclosure Statement was filed together with a Request for Continued Examination and a one-month Request for Extension of Time on October 31, 2005, a copy of which is attached hereto. Accordingly, Applicants believe that no IDS submission fee is due for this case. Applicants also enclose a copy of our

Adjustment date: 01/19/2006 EEKUBAY1
12/02/2005 AHOPKINS 00000001 190089 09578723
01 FC:1806 180.00 CR

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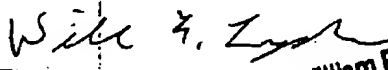
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mailroom date-stamped filing receipt evidencing the filing of the same.

Please make payment of the refund to Deposit Account No. 19-0089.

Should there be any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully submitted,
Robert R. BUSHEY et al.


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December 29, 2005
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